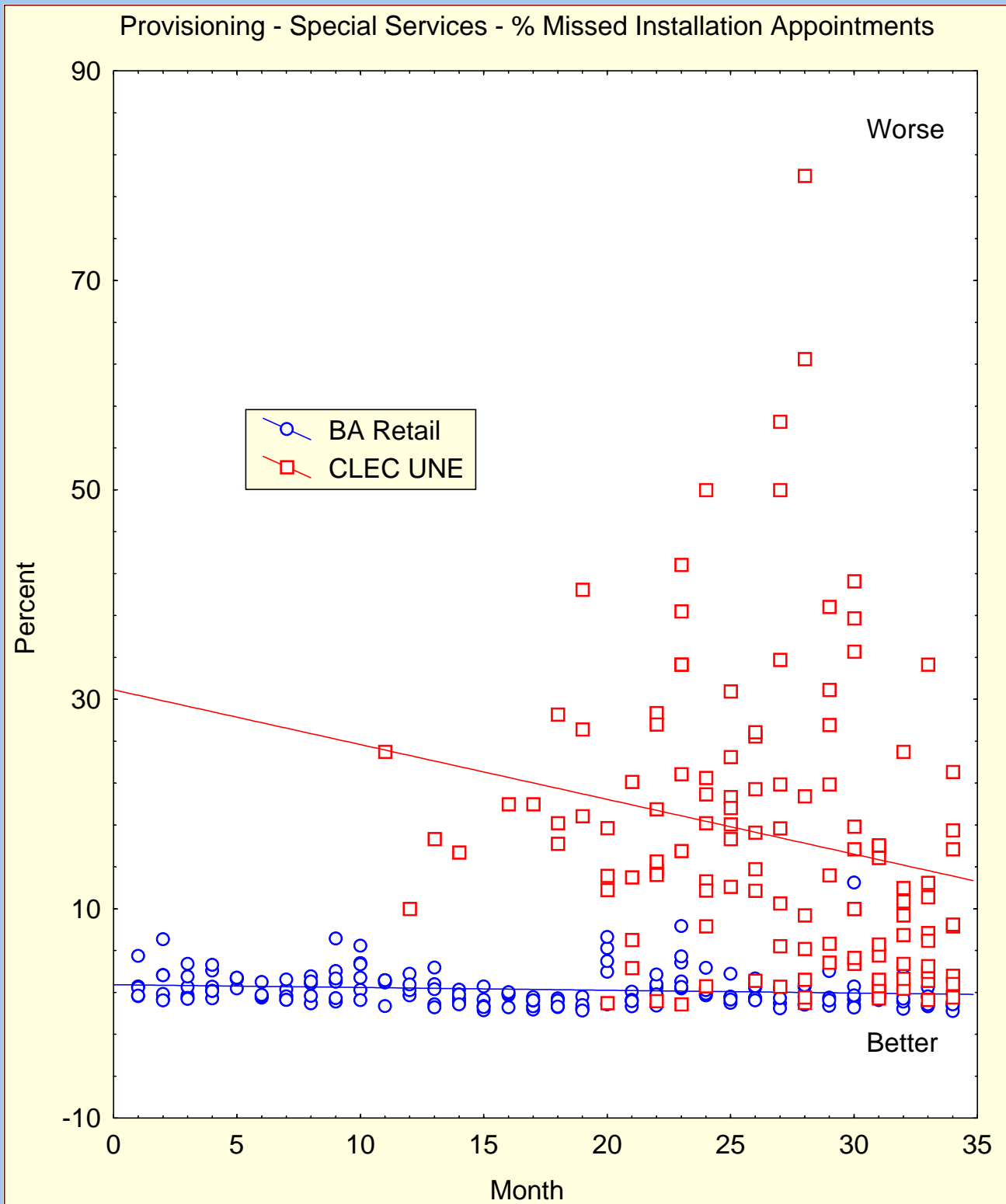


# Bell Atlantic Performance Monitoring Reports

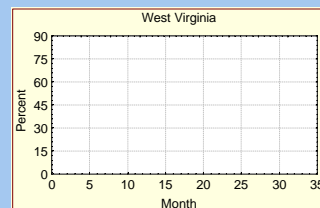
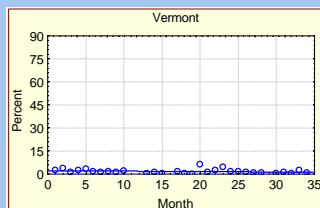
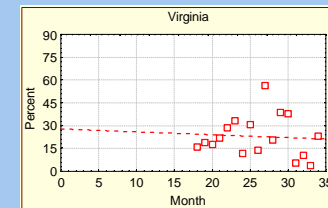
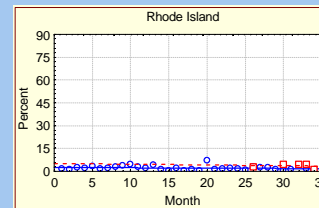
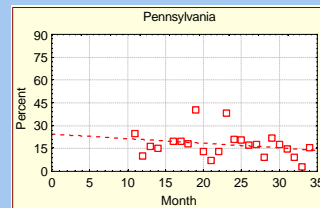
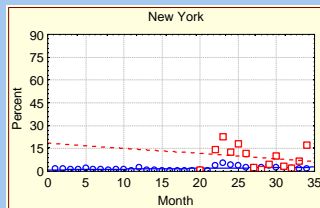
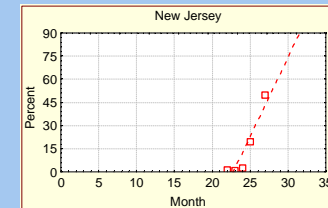
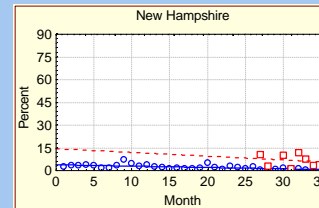
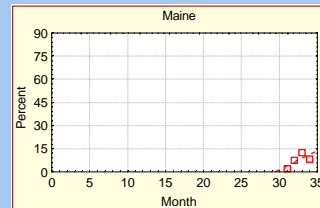
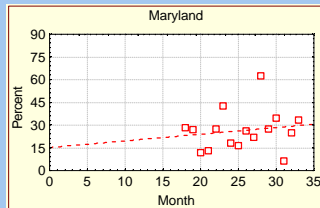
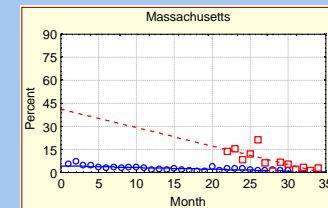
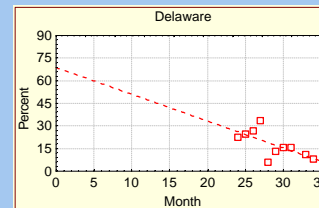
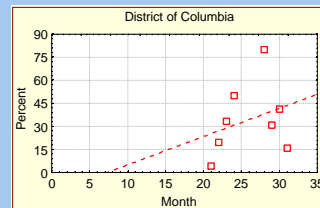
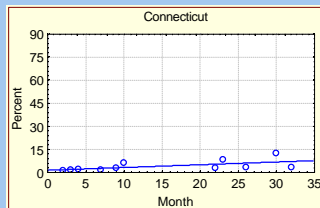
34 months (9/97 through 6/00) for 14 states



Public data from BA/NYNEX Merger filings

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## Provisioning - Special Services - % Missed Installation Appointments



Blue = BA Retail, Red = CLEC UNE  
34 months (9/97 through 6/00)  
Public data from BA/NYNEX Merger filings  
Low is Better